

## Complaints Procedure

A complaint is an expression of dissatisfaction concerning DA Training and Consultancy product or service. DA Training and Consultancy take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your course Tutor/Assessor/IQA in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Tutor/Assessor/IQA then please contact the Operations Director via one of the following options:

Call: 0845 2692609 or 02380 016555

E-mail: [m.bridges@datc.co.uk](mailto:m.bridges@datc.co.uk)

Write to: Mike Bridges, DA Training and Consultancy, Botley Mill, Mill Hill, Botley, Southampton. SO30 2GB

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

DA Training and Consultancy ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The Operations Manager will investigate your complaint and respond to you within 10 working days.

### **Appealing after an initial complaint has been raised**

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Compliance Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Compliance Director will investigate in full and respond to you within 10 working days.

The Compliance Director can be contacted on:

Call: 0845 2692609 or 02380 016555

E-mail: [g.callaghan@datc.co.uk](mailto:g.callaghan@datc.co.uk)

Write to: Gary Callaghan, DA Training and Consultancy, Botley Mill, Mill Hill, Botley, Southampton. SO30 2GB

## **Appealing after an initial complaint has been raised**

In the unlikely event that you still remain unhappy after your complaint has been investigated again and a decision reached then you may escalate your complaint to our Managing Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Managing Director will investigate in full and respond to you within 10 working days.

The Managing Director can be contacted on:

Call: 0845 2692609 or 02380 016555

E-mail: [l.carter-blake@datc.co.uk](mailto:l.carter-blake@datc.co.uk)

Write to: Lorna Carter-Blake, DA Training and Consultancy, Botley Mill, Mill Hill, Botley, Southampton. SO30 2GB

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly.

Should you address your complaint to the Awarding Organisation and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of DA Training and Consultancy or the Awarding Organisation will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

If you have any queries about the contents of this policy, please contact the Operations Director directly on 0845 2692609 or 02380 016555 or email [m.bridges@datc.co.uk](mailto:m.bridges@datc.co.uk)